Improving DMLSS-FM Usage in the Air Force Medical Service:

Introduction to the

FM Sustainment Support Services Contract

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FM Sustainment Support Services Contract

ISS, Inc.

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OVERVIEW

- What is DMLSS?
- DMLSS Development - Where are We?
- Use of DMLSS-FM in AF MTFs
- FM SSS Contract - What is it?
- FM SSS Contract - How to request service?
- DMLSS-FM Open Discussion / Questions

You know you're old when…

- You were involved in the WATCOM DATABASE BUILD
- You actually know what was in Release 1 of DMLSS
- You ever did a "DUAL BOOT" on your PC
- You attended more than 1 FM symposium at Sheppard AFB

What is DMLSS?

- DMLSS = Defense Medical Logistics Standard Support
  - DoD Automated Information System supporting medical logistics activities in all three services
  - Originated in early 1990s (lessons learned from Gulf War)
  - Replacing MEDLOG (AF), TAMMIS (Army), MICROMICS (Navy) + others (CPD, AMEDD-PAS, BIOFACS)

DMLSS Development - Where are We?

- Release 1
  - Approved for worldwide deployment in Nov 1996
  - Fully deployed to 111 sites (48 AF) as of July 1998
  - Included the following:
    - Forward Customer Support
    - Facilities Mgmt (first-ever standard medical FM system in DoD)
      - **Facility Inventory**
      - **Room Inventory**
      - **RPIE Inventory**
      - **Project Mgmt**
      - **Budget Mgmt**
      - **Work Request Mgmt**
      - **PM Schedule**
      - **Maintenance Procedures**

DMLSS Development - Where are We?

- Roadblocks to DMLSS-FM Success in Release 1
  - Manpower issues
  - System Administration
    - Materiel side not using DMLSS yet so server not maintained in some locations
  - Lack of Training
  - Lack of Interface to BCE's system (WIMS)
  - PC issues
    - Response Time; Dual Boot issue (Windows 3.1 vs. Windows 95)

DMLSS Development - Where are We?

- Release 2
  - Approved for worldwide deployment in Apr 2000
  - Fully deployed to 111 sites (48 AF) as of July 2001
  - Release 2 functionality:
    - Forward Customer Support
    - Customer Area Inventory Management
    - Prime Vendor
    - Customer Support

DMLSS Development - Where are We?

- Release 2 functionality (cont'd)
  - Facilities Mgmt - Everything in Release 1 plus:
    - Drawing Management/Drawbase
    - Regulatory Compliance (RC) / JCAHO
    - Customer Support Work Request

DMLSS Development - Where are We?

- Release 2 (cont'd)
  - Current version: 2.06 - deployed in April 2003
    - 23 MTFs
    - On the FM side this is exactly the same as Release 3.04
    - Note: 30 of smallest MTFs have Rel 2.04 running on NT server
  - Roadblocks to DMLSS-FM Success in Release 2
    - Same as Release 1 (Manpower issues, Sys Admin, Training, Lack of BCE interface)
    - Plus Lack of Electronic Drawings
    - NT Server Issues

Sites (NT Server) FM / PVI Only

- Altus
- Anderson
- Beale
- Bolling
- Brooks
- Buckley
- Charleston
- Columbus
- Dyess
- Edwards
- Eielson
- Fairchild
- Goodfellow
- Grand Forks
- Hanscom
- Hickam
- Hurlburt Field
- Incirlik
- Kunsan
- Lajes Field
- Laughlin
- Los Angeles
- Malmstrom
- McChord
- McConnell
- Pope
- Randolph
- Rhein Main
- Vance

DMLSS Development - Where are We?

- Release 3
  - Approved for worldwide deployment in Dec 2001
  - Includes the following -- Everything in Release 2 PLUS
    - Medical Materiel - Stock Room Inventory Management
    - Assemblage Management
    - Equipment and Technology Management
  - As of July 2003, fully deployed to 25 AF MTFs
    - MEDLOG IS TURNED OFF AT THESE SITES!

Rel 3 (MEDLOG is turned off)

- Tyndall (Mar 01)
- Nellis (Jul 01)
- Lackland (Feb 02)
- Andrews (Mar 02)
- USAF Academy (Jul 02)
- Minot (Jul 02)
- Keesler (Aug 02)
- Holloman (Aug 02)
- Wright Patterson (Oct 02)
- Hill (Oct 02)
- Sheppard (Nov 02)
- Scott (Nov 02)
- MacDill (Dec 02)
- Barksdale (Jan 03)
- Eglin (Jan 03)
- Patrick (Feb 03)
- Tinker (Feb 03)
- Luke (Mar 03)
- Robins (Apr 03)
- Cannon (Apr 03)
- Maxwell (May 03)
- Kadena (May 03)
- Yokota (Jun 03)
- Misawa (Jul 03)

DMLSS Development - Where are We?

- Release 3 (Cont'd)
  - Deployment projected to continue until mid 2006
    - Next up: Mountain Home (Jul 03), Ellsworth (Aug 03), Ramstein (Oct 03), Lakenheath (Oct 03), Spangdahlem (Nov 03), Aviano (Nov 03), Langley (Dec 03)
    - Full deployment schedule posted on the AF DMLSS Deployment Team website (accessible via AFMLO web site)
  - Roadblocks to Success (DMLSS-FM)
    - Manpower Issues
    - Training/Support

DMLSS Development - Where are We?

- New FM functionality in Release 3.05
  - Capability to update multiple rooms using new "MASS UPDATE" feature
  - Capability to privilege users based on "Installation"
- On the Horizon for FM (Release 3.06 --projected for Jan/Feb 2004
  - WR QA/QC functionality to include random sampling
  - Facility Inventory data in Joint Medical Asset Repository (JMAR) - web based data warehouse

DMLSS Development - Where are We?

- Future Requirements
  - Parts/Materiel ordering/replenishment
  - Barcode functionality for RPIE inventory and work requests
  - Mobile work requests (using hand-held devices like Windows CE or Palm Pilot)
  - Key control
  - Interface to BCE's INNOVUS system (IWIMS replacement)

DMLSS Development - Where are We?

- QUESTIONS ABOUT DMLSS DEVELOPMENT?

Use of DMLSS-FM in AF MTFs

- Analysis conducted Aug 2002
  - Requested by HQ USAF/SGSF (FM Support Branch)
  - Remote Connectivity
  - Business Objects used to extract data for analysis
- Data compared to previous surveys
  - Dec 99
  - Jun 01

Use of DMLSS-FM in AF MTFs

- Sep 02 Analysis -- How the Usage Percentages were determined:
  - Facility/Room/RPIE Inventory exists in Database 20%
  - Using DMLSS-FM to manage unscheduled WRs 20%
  - Using DMLSS-FM to manage PM program 20%
  - Customers submit WRs using CS module 10%
  - Projects exist in Project Management module 10%
  - At least 50% of rooms are linked to a drawing 10%
  - Using Regulatory Compliance module 10%
  - TOTAL 100%

Use of DMLSS-FM in AF MTFs

OVERALL ASSESSMENT	Dec 99 Survey	Jun 01 Survey	Sep 02 Analysis
Using > 75% of DMLSS-FM	5	9	8
Using > 50% of DMLSS-FM	3	6	21
Using > 25% of DMLSS-FM	5	14	7
Using < 25% of DMLSS-FM	34	18	37
DMLSS-FM not deployed	30	30	0
Total Number of Sites	**77**	**77**	**77**

Use of DMLSS-FM in AF MTFs

- PROBLEM
  - Use of DMLSS-FM increasing, but at a slow rate due to various roadblocks (especially manpower issues and training/support)
- SOLUTION
  - AF FM Sustainment Support Services (SSS) Contract

AF FM SSS Contract What is It?

- Provides support services (primarily DMLSS-FM support) to MTFs
- Modeled after successful Army and Navy regional support contacts
- 1-year contract with 4 option years
- Awarded by Dallas VA
- Contracting Officers' Representative (COR)
  - HQ AFMSA/SGMF (Facilities Mgmt Support Branch)

AF FM SSS Contract What is It?

- Contract effective date: 13 July 2003
- Personnel:
  - Project Manager (Rhonda Hillman, ISS)
    - Located at Fort Detrick
    - Will serve as official AF rep to DMLSS-FM Development team
    - Will oversee performance of contract
  - Three Regional Transition Managers (TMs)
    - West - Mr. John Morcom, VWI, Inc.
      - Based at Brooks AFB, TX

AF FM SSS Contract What is It?

- Regional Transition Managers (TMs) (cont'd)
  - Central - Mr. Bob Hansen, VWI, Inc.
    - Based at Brooks AFB, TX
  - East - Ms Mandi Septer, ISS, Inc.
    - Based at Eglin AFB, FL

Eastern Region
TM - Mandi Septer

- Andrews AFB (Hillman)
- Aviano
- Bolling (Hillman)
- Charleston
- Columbus
- Dover (Hillman)
- Eglin
- Geilenkirchen
- Hanscom (Hillman)
- Hurlburt Field
- Keesler
- Langley
- MacDill
- Maxwell
- McGuire (Hillman)
- Moody
- Patrick
- Pope
- RAF Lakenheath
- Ramstein
- Rhein Main
- Robins
- Seymour Johnson
- Shaw
- Spangdahlem
- Tyndall
- Wright-Patterson

- TOTAL-22 MTFs
- TOTAL - 5 MTFs (Hillman)

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Central Region
TM - Bob Hansen

- Altus
- Barksdale
- Buckley
- Dyess
- Ellsworth
- Goodfellow
- Grand Forks
- Incirlik
- Kunsan
- Lackland
- Lajes
- Laughlin
- Little Rock
- McConnell
- Minot
- Offutt
- Osan
- Peterson
- Randolph
- Scott
- Sheppard
- Tinker
- USAF Academy
- Vance
- Whiteman

- TOTAL - 25 MTFs
- Yellow type indicates the site is in a region that is different from its geographic location.

Western Region
TM - John Morcom

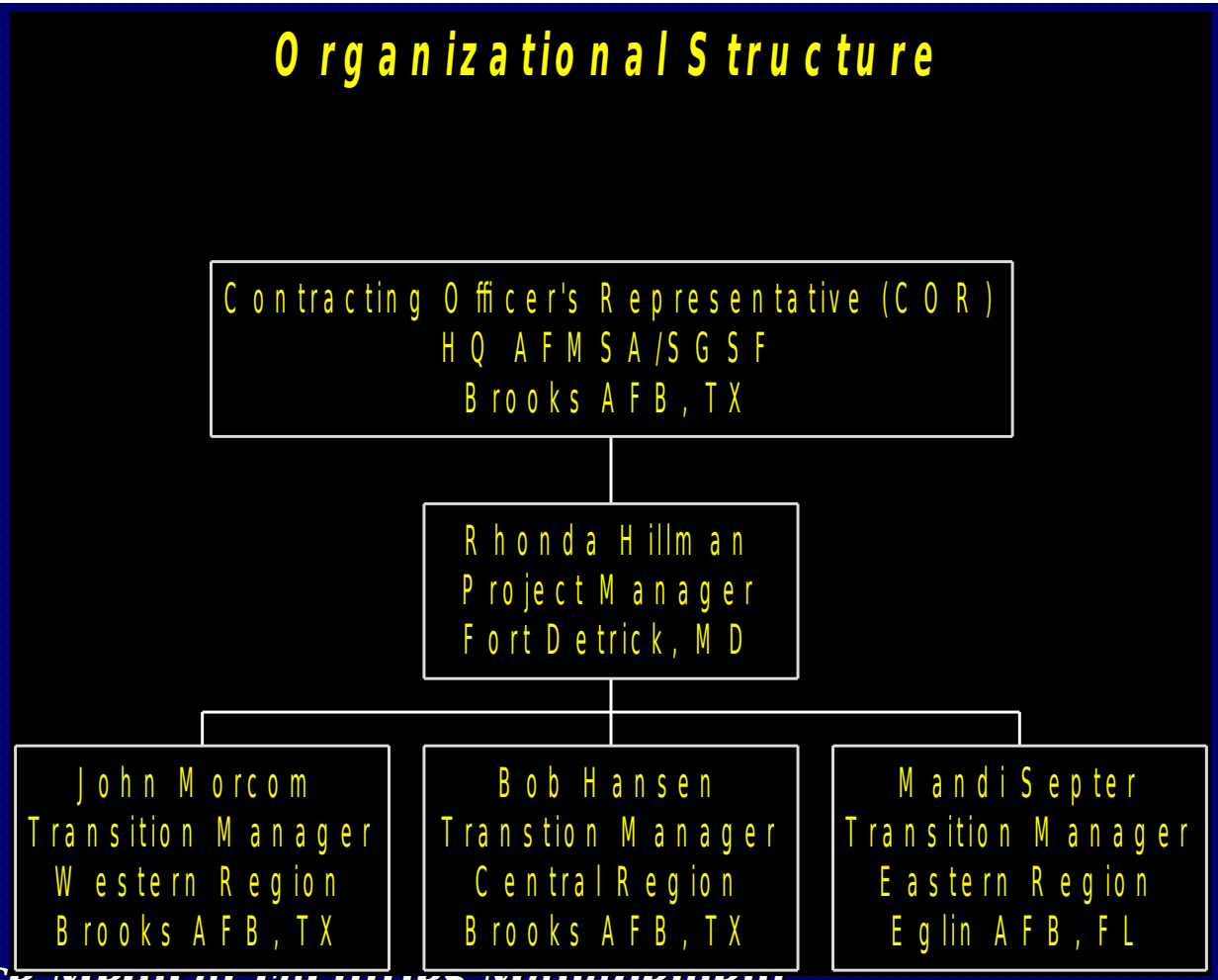
- Andersen
- Beale
- Brooks
- Cannon
- Davis Monthan
- Edwards
- Eielson
- Elmendorf
- Fairchild
- F.E. Warren
- Hickam
- Hill
- Holloman
- Kadena
- Kirtland
- Los Angeles
- Luke
- Malmstrom
- Misawa
- McChord
- Mountain Home
- Nellis
- Travis
- Vandenberg
- Yokota
- TOTAL - 25 MTFs

- Yellow type indicates the site is in a region that is different from its geographic location.

AF FM SSS Contract What is It?

- Prime Contractor - ISS, Inc. (Gaithersburg, MD)
  - Rhonda Hillman
  - Mandi Septer
- Sub Contractor - VWI, Inc. (Alexandria, VA)
  - John Morcom
  - Bob Hansen

AF FM SSS Contract What is it?



AF FM SSS Contract What is It?

- Role of Regional Transition Managers (TMs)
  - Provide Business Process Re-engineering support
  - Provide telephone and on-site support to MTFs in region
  - Provide on-site training classes and over-the-shoulder training
  - Visit minimum of 4 sites per quarter (per region)
  - Identify/prioritize support needs
  - Write optimization plan for 25% of sites per region per quarter

AF FM SSS Contract What is It?

- Examples of TM duties in scope:
  - Providing business process re-engineering support
  - Providing classroom and over-the-shoulder training
  - Analyzing current system/business process to identify areas for improvement
  - Ensuring site personnel are using all time-saving defaults and other short cuts available in the system
  - Troubleshooting problems

AF FM SSS Contract What is It?

- Examples of TM duties not in scope:
  - Entering in all new data (rooms and RPIE) for newly commissioned facility
  - Loading maintenance procedures and PM schedules
  - Polylining drawings or creating drawings from scratch

AF FM SSS Contract What is It?

- Task Orders for Additional Sustainment Support Services
  - Available services include (but not limited to):
    - Work Order Production Control Services
    - Environment of Care support
    - CAD Drawing support
  - AF SSS Contract provides convenient execution vehicle
  - Funds for these taskings not included in AF SSS contract
    - MAJCOM or local MTF must provide funds
  - SSS contractor personnel do not receive sales commissions of any kind on additional task orders awarded

AF FM SSS Contract What is It?

- Performance Indicators
  - Increase DMLSS-FM Utilization 25% yearly until 100% is achieved
    - For example, # using CS WR, # using Proj Mgmt, # managing PM program in DMLSS, # using Space Management features
  - Answer 90% of phone or email inquiries within 36 hours
  - Develop customized optimization plans for 25% of MTFs per region per quarter

AF FM SSS Contract What is It?

- Provide on-site business process conversion assistance to at least 4 MTFs per region per quarter
- Provide a minimum of 5 weeks of DMLSS related training at the unit level per region per quarter
- Submit a minimum of one article per quarter for publication in AFMLL

AF FM SSS Contract
What should you do?

- Meet/talk to your Regional Transition Manager
  - 2 Reps are here at ASHE
    - Eastern Region (Mandi Septer)
    - Western Region (John Morcom)
  - Let them know how DMLSS-FM is progressing at your site
  - If you would like on-site visit at a specific time make sure to let them know
  - Site visits will be based on priority of need, Rel 3 deployment sched, coverage by other contracts, etc.

AF FM SSS Contract
What should you do?

- Educate your Leadership
  - Medical Logistics Flight Chief
  - Support Squadron Commander
  - Commander
  - Others as appropriate
- Assist your regional TM in getting remote connectivity to your site
  - Will improve ability for your TM to support you!

DMLSS-Related Links

DMLSS Home Page:

www.tricare.osd.mil/dmlss

AFMLO Facilities Management:

https://afml.ft-detrick.af.mil/AFMLO/facilities.cfm

Army FM Support and Operations Center

http://www.gprmc.amedd.army.mil/

(Sign up for DMLSS-FM Classes)

QUESTIONS?

Rhonda Hillman

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Information Systems Support (ISS), Inc.

Assigned Organization:
USAF Health Facilities Division - HQ AFMSA/SGMF

Duty Location:
Joint Medical Logistics Functional Development Center (JMLFDC)
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FM Sustainment Support Services Contract…

…Gateway to Improved DMLSS-FM Utilization and Success in the USAF Medical Service

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